

ABSTRACT

5 This invention relates to a method of providing support
to a mobile communications unit and comprising the steps
of generating a support request at said mobile unit,
10 sending a support message to a remote support location on
the basis of said support request, said support message
relating to one or more problems, and receiving said
support message at said remote support location, wherein
15 said method further comprises the steps of monitoring
said support message at said remote support location
after reception, generating support information enabling
solving of said one or more problems at least partially,
and providing said support information at said mobile
unit.

The invention also relates to system for the same.

20 In this way, a simplified, enhanced and more efficient
support to at least one mobile communications unit is
enabled e.g. automatically.

Figure 2 is to be published.

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